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The Association for Telecommunications Professionals in Higher Education

Addressing
Voice, Data, and Video
Communications Needs
for Higher Education

February, 2000

NEWS

Nominate Now for Board of Directors

*Margie Milone, Kent State University
Chair, ACUTA Nominating Committee*

Each year at this time, the Chair of the Nominating Committee issues a call for nominations for ACUTA's Board of Directors. Our governance structure calls for us to elect four positions each year: President-Elect, Secretary/Treasurer, and two Directors-at-Large. Nominations will be accepted for the following:

President-Elect: As stated in the Bylaws (Article III, Sect. A6), "Candidates for the office of President-Elect must have served as a member of the Board of Directors for a minimum of one year, or served as the Chair of a permanent committee for a minimum of one year." Nominees for this position must also be prepared to serve the following two years as President and Immediate Past President, as stated in the Bylaws.

Secretary/Treasurer: This is a one-year position. Since Linda Bogden-Stubbs of

tive terms as the Secretary/Treasurer, she is ineligible to run for re-election.

Directors-at-Large: Two positions shall be elected each year for two-year terms. The Nominating Committee will assemble a slate of nominees from names submitted by the membership. The two candidates receiving the most votes will be declared the winners. The Directors-at-Large whose terms expire this year are Anne Apicella of University of New Mexico and Maureen Trimm of Stanford University. Since Directors-at-Large may serve two consecutive terms, both Anne and Maureen may run for re-election if they choose.

Current President Tony Mordosky of Bradley University becomes Immediate Past President, and President-Elect Anthony Tanzi of Brown University becomes President for '00-'01.

Any Institutional ACUTA member may submit nominations for the offices of President-Elect, Secretary/Treasurer, and Direc-

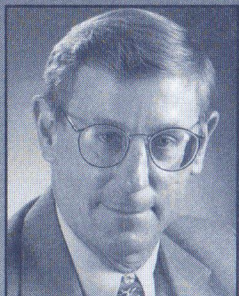
commitment to carry out the responsibilities of the office. The individual's institution must also be prepared to support such a commitment.

Per Article III, Sections A2 and B2 of the Bylaws, nominees must be either a primary or associate representative of an Institutional Member.

Nominees will be contacted to discuss the duties and responsibilities associated with the position and their ability to fulfill those obligations, and to answer any questions the nominee may have.

Nominations must be received by 5:00 p.m. CDT, April 7, 2000. Send all nominations to: Margie Milone, Manager, Telephone Communications, Kent State University, Office Supply Center, Kent, OH 44242 or e-mail mmilone@kent.edu.

Phone nominations will not be accepted. All elections will be done by mail ballot to provide all voting mem-



From the President
Tony Mordosky
Bradley University

Route to:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

Election 2000

Let the campaigns begin.

No! Not the presidential campaign!

The campaigns for ACUTA Board of Director positions.

ACUTA is a member-directed association. You, as the members, select the leadership of the association through the election of the Board of Directors. Of the nine-member board, you elect eight of the Board directly. The ninth member, a Director-at-Large, is appointed by the President with Board approval to serve a year's term concurrent with that of the president.

Each year, four of the Board positions are chosen through the election process, the President-Elect, the Secretary/Treasurer, and two Director-at-Large positions.

For those of you who have followed my columns this year, it probably goes without saying that I believe serving on the Board provides a great opportunity for a very practical leadership experi-

ence. However, given my theme of leadership for the current year, I thought it might be more meaningful for you to hear what serving on the Board has meant and/or means for some current and former Board members.

Anne Apicella:

"First, ACUTA has given so much to me in terms of education, peer networking, and broadened horizons, it was natural to want to give something back. First it was presenting at the annual conferences. Then it was committee service. Now it is as a Board member. I have learned so much, both personally and professionally, from my association with ACUTA. It has been even more rewarding to be involved in the policymaking and strategic planning activities of the Board. It really gives me a sense of helping to steer ACUTA through these years of immense change. And it has given me invaluable insight into what it takes to make such a large and complex organization work effectively. It is management and leadership experiences that I will use all my life."

"Second, at UNM, most of our senior officers are actively involved in professional organizations. It means a lot to them when someone from UNM performs in a leadership role in his/her respective organization. It is a sign of leadership for the individual and great national exposure for the institution."

Pat Todus:

"The experience is indicative of what happens whenever you get actively involved with an organization—you share ideas and exchange information that improves your knowledge, and you develop a greater network of people to rely on when you have a question or just need feedback."

Margie Milone:

"Not only has Board service allowed me to gain current and leading-edge knowledge and numerous opportunities to learn and apply leadership skills, I have also gained innumerable peer relationships over these past 10 years."

continued on page 3

The Association for Telecommunications
Professionals in Higher Education
152 W. Zandale Dr., Ste. 200
Lexington KY 40503-2486

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ACUTA EVENTS

Spring Seminars

April 9-12, 2000

Miami Beach, FL

- I. Wireless & Other Emerging Technologies

- II. Leading the Technology Organization

29th Annual

Conference & Exposition

July 30-August 3, 2000

Washington D.C.

Fall Seminars

October 15-18, 2000

San Antonio, TX

- I. Supporting Academic Services
- II. Convergence of Voice, Video & Data



*As promised, here
are a few more wishes
from across the
country.*

• Carren Hart, Elmhurst Coll.

1. A bright, shiny, roomy new switchroom (no fair if it's located under a maze of water pipes feeding the cafeteria kitchen).
2. A cutting edge call accounting system with voice recognition so I would only need to say which report or what changes were needed and the CA system would "just do it"!
3. An assistant who could read my mind and go ahead and do the things I needed them to do without instructions. Currently I have just been given the go ahead to hire an assistant. I've

received two resumes so far. One spelling-challenged applicant wrote: "Objective: Seeking an opportunity to use my skills and abilities in aswering tehcnical questions via phone o in person to enhance the success of your organiza-tion." The second applicant wrote: "I am very familiar with Windows 95. I use windows on the computer as often as I use the windows in my home." ...NEXT?!

• Paul Valenzuela, UC Santa Barbara

If I had a wish, it would be that all computer programming staff spend more time on projects they are assigned rather than the projects they are most interested in.

• Jack Canavera, St. Louis Comm. Coll.

Lots of things to wish for. 1. A separate

salary schedule for technology staff that reflects real world salaries. 2. Funding for a telcom/analyst position. (I have none!) 3. A budget that will allow me to get PRI service. 4. Money for next summer's ACUTA Washington event.

• Margie Mllone, Kent State Univ.

1. I wish for the ability to do THIRTY things at once ALL EXCELLENTLY ALL OF THE TIME. 2. I wish we could foresee and prevent the inevitable big trouble that happens the only day you are short staffed or have five million meetings or plan to get all that pesky "round tuit" desk work finally done. 3. I wish our clients really and truly were right all the time. 4. I wish everyone would always be encouraging in every way to everyone everyday!

ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

Whitney L. Johnson

D C Update

800 Traffic Routing

As reported on the listserve recently, at least one local exchange carrier (LEC) has notified a member institution that it will no longer route the institution's outbound toll free calls (800 type) to a specific trunk group that connects to the company that the institution had chosen for this service. The institution will no longer be able to get commissions based on 800 calls

member institutions, to designate an agent to ensure prompt receipt and handling of accessibility concerns raised by consumers or FCC staff.

ILECs Have Freedom in Depreciation

A few months go we noted that the FCC had done some research on the audits of the reports submitted by the ILECs and found large variations from what would be considered standard practice. TR (12/

The latest edition of the "ACUTA Legislative and Regulatory Update," an electronic newsletter based on a monthly report by the Washington law firm of Wiley, Rein & Fielding, is now available to members only on the ACUTA Web site.

Here are the stories in this edition:

Telecom-Related Developments:

- FCC Approves Bell Atlantic Long Distance Entry in New York
- Truth-in-Billing
- Line Sharing Order Issued
- Wireless Bureau Announces Priority

ACUTA NEWS, Vol. 29, No. 2

BOARD OF DIRECTORS

President Tony Mordosky, Bradley Univ.
President-Elect Anthony Tanzi, RCDD, Brown Univ.
Sec./Treasurer ... Linda Bogden-Stubbs, SUNY Health Sci. Ctr.
Directors-at-Large Anne Apicella, Univ. of New Mexico;
Jeanne Jansenius, Univ. of the South; Patricia Todus,
Northwestern Univ.; Maureen Trimm, Stanford Univ.

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This problem will only apply to lines the institution has connecting directly to the LEC as, for example, Centrex lines. If a PBX is on the campus, then these calls are routed to the desired line group through the PBX. Interestingly, some other institutions who are also customers of the same LEC had not been notified of this new policy.

Building Access and Wiring

According to *Telecommunications Reports Daily* (TR 1/10/00), hearings will likely be held soon in the House of Representatives on the FCC's notice to improve telecom carriers' access to multi-tenant buildings. It appears that some of the building owners have been able to get the attention of their congressional friends, and the House is checking into the FCC plan. The Wireless Bureau Chief listed this topic as a high priority for early action in 2000.

TR Daily noted that the FCC had set standards for wiring in buildings. The standard does not seem to be a problem in that it mentions that copper wire installed or modified in the future will have to be, at a minimum, solid, 24-gauge or larger, twisted pairs that comply with Category 3 electrical standards in the American National Standards Institute Electronic Industries Association/Telecommunications Industry Association Building Wiring Standards. Wiring on most campuses is most likely at a higher standard already.

Disabilities Compliance

There is at least one new item related to disabilities compliance that all institutions will have to plan for. The FCC rules require all service providers, including

ILECs some help through "significantly streamlined regulations of their depreciation rates and practices, but only if they agree to certain conditions." In order to use the new regulations, the ILECs would have to write about \$30 billion off their regulated books of accounts, making them more closely match their financial books — a move that could lead to significant cuts in interstate access charges.

The U. S. Telecom Association is not happy with the new plan. The counsel for a group representing large business end-users of telecom services said the \$30 billion write-off should prompt about \$1.5 billion in annual interstate access charge reductions.

Mergers

State approval of the Bell Atlantic merger with GTE continues to occur. TR (12/20/99) noted that Washington state has approved the merger with an agreement that GTE will cut its rates by \$30 million annually. Ohio and California, as well as the FCC, still have to approve. The Justice Department has required the companies to divest some overlapping wireless assets as a condition of its approval.

The FCC has asked for more information from both MCIWorldCom and Sprint regarding their merger and is studying the plan. Since this one is in earlier stages, it will take some time before it is a sure thing.

Long Distance Rates

The Telecom Manager's Voice Report (VR 1/3/00) noted that long distance carriers are now offering rates in the 3.5–5 cent per minute range. They quote Hank Levine, an attorney who has made

- CPNI Rule Mandate Issued
- Texas PSC Endorses SBC Long Distance Entry
- Advanced Services
- Court Affirms FCC Ruling on SMATV Cable Franchise
- Review of Schools and Libraries Program Sought

Internet-Related Developments:

- E-Commerce Panel Meetings Continue
- Open Access
- White House Describes Internet Policy Goals

presentations at several ACUTA events, as recommending that we should not settle for anything greater than 3.5 to 5 cents per minute as we negotiate the next long distance contract for the institution. They also mention that Hank indicated that "incremental adjustments have been made every six months since 1997 to compensate for the USF and PICC charges. Unless you were savvy enough to require in your contract that fee reductions be passed through, the IXC's haven't done it."

Hank also noted that you must be willing to go to another carrier if necessary to get the best rates. The possibility that you will take your business elsewhere is a key to striking a bargain. They also noted that one should consider the possibility of using more than one carrier and moving call placement around to get the best overall rate structure. In this case the institution has an alternative if one carrier has problems providing service at any time.

High Tech Short Takes

Bluetooth to Impact Wireless Connections

Something called Bluetooth may have as large an impact on our culture as the introduction of the Internet.

"Bluetooth" is the code name for a technology specification for small form factor, low-cost, short range radio links between mobile PCs, mobile phones, and other portable devices. Behind Bluetooth are some 1,200 telecommunications and computing companies including Ericsson, Motorola, Lucent, 3Com, and Microsoft.

Bluetooth will enable users to connect a wide range of computing and telecommunications devices easily without the need to buy, carry, or connect cables. It delivers opportunities for rapid ad hoc connections, and the possibility of automatic, unconscious connections between devices, virtually eliminating the need for additional proprietary cabling to connect individual devices.

The Bluetooth vision of the world includes instant, automatic access to personal and business data as well as airlines, hotels, theatres, retail stores, and restaurants. Electronic devices wirelessly and spontaneously synchronize with each other. Access to e-mail and intranet/Internet is ubiquitous.

For more information go to www.bluetooth.com.

Magnetic Field Guides Microwave Signal to Send Data Fast

According to a story in *New Scientist*

<http://www.newscientist.com/ns/19991225/newsstory6.html>.

Wireless Phones Donated to Fight Campus Violence

Bell Atlantic Mobile and Motorola recently donated 150 wireless phones to several North Carolina university campuses in an effort to fight campus dating violence..

"By providing victims of dating violence on college campuses with wireless phones—complete with a battery and charger, and equipped to dial 911 at the touch of a button—Bell Atlantic Mobile and Motorola are providing a tool that provides some peace of mind and could also save lives," said Patty Neal Dorian, executive director of the North Carolina Coalition Against Domestic Violence.

Among the campuses targeted for the donations are: Appalachian State; Duke; High Point; North Carolina State in Raleigh; Univ. of North Carolina in Asheville, Chapel Hill, Charlotte, and Greensboro; Wake Forest; and Western Carolina Univ.

High-Tech Labor Shortage? Maybe Not

After lobbying Congress to allow more foreign workers into the U.S. to fill jobs in computer programming and engineering, the high-tech industry may have exaggerated the potential for a shortage of skilled labor. In an article in *TechWeb* (12/27/99) Paul Kostek, president of IEEE-USA, says, "The IT workers are there, they're just not being utilized." Numbers

Sites to See

The first Web sites have been selected from among ACUTA institutional members and corporate affiliates to be recognized as outstanding.

For January, the committee identified the sites of Cornell University (www.cit.cornell.edu/) and Cisco Systems (www.cisco.com/warp/public/779/edu/) as being especially effective at communicating their mission, vision, and services within their departments, through the IT organization, and across their college, university, or corporate structure and customer base.

For February, the sites chosen were Stanford University (<http://commserv.stanford.edu/voiceall.html>) and Compco (www.compco.com/tools/tools.asp).

In each case, these Web sites were seen as outstanding for their content delivery, timeliness, ease of use, accessibility, and visual interest.

If you have not visited these sites, we encourage you to see how others are using this relatively new medium to communicate their message and serve their customers.

Board Report

January

The Board of Directors met by conference call on January 4, 2000. The following are highlights of that meeting:

- The Board approved changes to the ACUTA By-Laws that helped to clarify certain sections in Article III. These change are posted on the ACUTA Web Site for members to review.

(12/23/99), Media Fusion of Dallas, Texas, may have found a way around the difficulties of using power lines to carry Internet data. Rather than piggybacking the data on electrical current, Media Fusion uses the magnetic field created by the electricity to guide a microwave signal that travels outside of the cables. The system can reportedly transmit multiple megabytes of data per second, compared with a transmission rate of about 1 megabyte per second via the electric current. Media Fusion plans large-scale testing of its system, using fiber-optic lines to feed Internet data to control centers at electrical substations, where it's then translated into microwave pulses that are sent to a user's power line modem. Read all about it at


may have been skewed by the effects of outsourcing and a bias against older workers. "We're in a transition period now, with so much new technology," says Kostek. "...[Companies are averse to training], but with the time it takes to fill the job, you could have trained a programmer to the other skills you wanted." For more about this, see <http://www.techweb.com/wire/story/TWB19991227S0002>

Instant Newspaper

According to *Financial Times* (1/19/00), the Xerox Palo Alto Research Center has developed electronic paper that looks and feels much like a traditional newspaper, but can update information when an electrically charged device is waved over the surface.

- The nomination of EllenSue Cameron, the University of Illinois at Urbana-Champaign, to the Membership Committee was approved.
- The Web Site Recognition Program developed by the Marketing Committee has recognized two members' Web sites: Cisco and Cornell University. Links to these sites will be available in the near future from the ACUTA Web Site.
- The Board approved the schedule for the upcoming annual conference and the topics for three pre-conference seminars. These topics are Analyzing Telecommunications Bills, Negotiating Contracts, and Advanced Networking.

Respectfully Submitted,



Linda Bogden-Stubbs
SUNY Health Science Center, Syracuse
Secretary/Treasurer

President's Message

Continued from page 1

It is a true indication of the value of membership and Board service when my executive director and our VP/CIO said, "What do your ACUTA peers think about this?"

"I am truly grateful for the entire experience and can never repay ACUTA for all that has been improved and enhanced in my professional and personal life."

Pat Searles:

"In my many years serving on the Board and as a committee chair, I have gained invaluable experience and insights which have enriched me both personally and professionally. In addition, the opportu-

nities to network with peers—both electronically and in person—are enhanced when you're in a leadership role in an association like ACUTA. My management has always supported my efforts on behalf of ACUTA because they recognize that the university benefits in many ways from my participation."

Tony Tanzi:

"I owe ACUTA much, beginning with ACUTA being an energetic educational resource that provides opportunities to learn and grow personally, professionally and within our organization. Over the years, the people I have met and networked with, combined with the management experience I gained during

my service as a Board member (and the things I have learned and the experiences shared with ACUTA members) all have contributed to making me a more complete communications professional."

Bill Brichta:

"ACUTA has provided a nice forum for testing creative ideas among other professionals in an environment that is very supportive of and helpful to an individual's career. Serving on the Board and interacting with other university senior management helps to grow some of the higher collaboration skills needed to further projects and ideas back at one's home campus. The Board experience, while demanding, is a great one."

As Bill noted in his comment, serving on the Board is demanding, especially when we all have more than enough to keep us busy with our jobs and families. However, I hope you can see from the above comments that Board service can yield significant benefits to you both personally and professionally, as well as benefiting your institution.

I strongly encourage you to seriously consider being a candidate for one of this year's Board positions.

As always, I welcome your questions and comments anytime at mordosky@bradley.edu.



Jeri Semer, CAE
Executive Director

We need your help!

We are constantly striving to keep the ACUTA membership database up-to-date. Please submit changes in personnel to Kellie Bowman at kbowman@acuta.org.

We especially need URLs for telecom department Web pages.

E-mail your address to Amy Conrad, aconrad@acuta.org, or call 606/278-3338.

From ACUTA Headquarters

ACUTA President Tony Mordosky and I recently met with representatives of other higher education associations in Colorado at the Fall meeting of CHEMA: The Council of Higher Education Management Associations. CHEMA meetings are always a great opportunity to learn about the concerns of other professionals in higher education administration and share ideas as to association issues and services. Despite a snow storm that played havoc with travel schedules and threatened to leave us stranded in Colorado Springs for Thanksgiving, this meeting was no exception.

Perhaps the most exciting agenda item was a conference that is being co-sponsored by nearly 20 CHEMA associations this coming June 5-6 in Baltimore. Titled Campus/Corporate Partnerships: Building Effective Institutions Together, the conference is designed to provide insight into the practices and trends in higher education and their impact on business partners in the market.

The intended audience for this conference is the business community—specifically corporations who are current and potential suppliers to the higher education market. In a recent survey of ACUTA Corporate Affiliate members, one of the reasons often

cited for their ACUTA membership was an opportunity to learn about how to operate effectively in the higher education market. Nearly all of the other CHEMA associations have similar concerns. It made sense to join forces and develop an outstanding educational conference for our corporate members, to help them understand how to work effectively with our members, the trends and changes that are taking place in higher education, how buying decisions are made, how institutions view technology investments, and many other key issues.

The conference is designed to meet the needs of two distinct groups. These include new sales and marketing staff from companies currently doing business in higher education, to orient them and help them understand how to work effectively with a higher education customer. The second target group is executives and staff of companies who are new to or interested in the higher education market.

Sessions will focus on higher education as an industry, structure and culture(s) of institutions, decision-making processes, impact of technology in higher education, and future trends and directions. Additional planned topics include student demographics, bid/proposal procedures,

the various applications of technology, and differences among institutions based on size and funding sources.

This is a not-to-be-missed opportunity for ACUTA Corporate Affiliates to send their newer or reorganized sales and marketing staff for an intensive and very cost-effective course on operating in the higher education market. We also believe that it will benefit ACUTA institutional members, by enhancing the knowledge of sales people they interact with about higher education.

We also hope to meet new potential corporate supporters for ACUTA, and plan to staff a booth in the exhibit hall to distribute literature about ACUTA membership, exhibit and sponsorship opportunities, and advertising in ACUTA publications.

Space is limited at the conference, and we expect an excellent response. Soon, a conference Web site will be up and running, and we will provide the URL in a future issue of the newsletter. Until then, for more information or to register, contact Susan Jurow, conference coordinator at the NACUBO offices, 202/861-2500.

Jeri Semer

Spring Seminars Address Priority Issues

Although technology is providing tremendous opportunities for higher education, many telecom managers see also the challenges of merging departments and

ment skills. You will hear re-engineering success stories, learn how to develop a vision for telecom and IT on your campus; discuss ways to collaborate with other

Delbert Dean Combs

1935-2000

Del Combs, ACUTA's first fulltime

the financial implications of bundling voice and data.

Plan to attend the ACUTA Spring Seminars in Miami Beach if you are concerned about the future of your profession or department. Track II, Leading the Technology Organization, will offer case studies from your peers as well as sessions to help you strengthen your leadership and manage-

campus leaders; and explore creative solutions to personnel shortages.

A detailed curriculum including names of speakers and descriptions of sessions for this track as well as for Track I Wireless and Other Emerging Technologies will be updated frequently on the ACUTA Web site at www.acuta.org/events/seminars/spring00.cfm.

Institutional Members

- Albright College, Reading, PA. Bryan Grace, 610/929-6140. T1
- Amarillo College, Amarillo, TX. Victor Fite, 806/371-5151. T3
- Lafayette College, Easton, PA. Bruce Ferretti, 610/330-5370. T1
- New Hampshire College, Manchester, NH. Kathy Ireland, 603/645-9642. T2
- SUNY, Cortland, NY. Paula Warnken, 607/753-5942. T2
- Webster University, St. Louis, MO. Mary Petersen, 314/968-7413. T3

Corporate Affiliate Members

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Telephone Operations Supervisor, Montana State University

Contact: Kerry, Employee Relations and Services, 406/994-3583, or visit our website at www.montana.edu/wwwpn/recruit.html ADA/EEO/AA/VET

Instructional Design and Development Specialist, Longwood College

Contact: Frank Moore, Dir., Instructional Technology Services, 804/395-2034, Send application to Human Resources, Longwood College, 201 High Street, Farmville, VA 23909. 804/395-2074 (voice), 804/395-2635 (fax).

Telecommunications Analyst, Teachers College, Columbia University

Contact: Hannah Lee, hlee@exchange.tc.columbia.edu. Phone 212/678-3455; fax 212/678-3243. Teachers College, Columbia University, 525 West 120th Street Box 43, New York, NY 10027.

director, passed away January 13 in a Lexington hospital as a result of an aneurism that followed a heart attack and a stroke.

As Director of Communications at the University of Kentucky, Del was an active member of ACUTA, serving on the Board of Directors as both secretary and vice president. In June, 1988, ACUTA President Kia Malott announced the hiring of Del as Administrative Director. One of Del's first responsibilities was to establish the headquarters office in Lexington and to hire and direct the activities of a staff to serve the association.

In 1990 Del was honored as the first winner of ACUTA's Bill D. Morris Award.

Del left ACUTA in 1993, and at the time of his death was the owner of Del's Tours, pursuing his enthusiastic interest in sports in general, and especially in UK basketball.

ACUTA extends sympathy to Del's family and friends.

Welcome New Members

Positions Available

For complete descriptions of these and other positions, access the ACUTA Web site at www.acuta.org. If you do not have Internet access, call Pat Scott, ACUTA Communications Manager, 606/278-3338 x21 for more details.

Apologies to AT&T

Due to a glitch in the database we use to put the membership directory together, AT&T's telecom URL was omitted from the new directory. We regret this error and apologize to AT&T who has supported ACUTA in many ways for many years. Please add the following address on page 167: <http://www.att.com/campusalliance>.